

E-01345A-08-0172



0000087126

ORIGINAL

ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

RECEIVED

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 - 70237

Date: 7/29/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

David

Casey

Account Name:

David Casey

Home:

Street:

Work: (000) 000-0000

City:

Black Canyon City

CBR:

State:

AZ

Zip: 85324

is:

DOCKETED

JUL 31 2008

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

for assignment

Contact Phone: n/a

DOCKETED

mm

Nature of Complaint:

7/28/08 Per Mr. Casey he wanted to voice his opinion regarding the new proposed rate application filed by APS. APS is crying the blues that they are not making monies. People are struggling to make ends meet, while their V.P. earn a 250 k raise in salary. He made 2 million last year in bonuses, 3 million in insurance and 1 million a year for the next 4 years in deferred comp. This is a slap in the face to him personally and those who are struggling. Something is Wrong, Something is Wrong, Something is Wrong with this picture. He opposes to the requested increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/28/08 I spoke and advised Mr. Casey that his comments regarding the Arizona Public Service rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 7/29/2008

Opinion No. 2008 - 70237

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2008 - 70282

Date: 7/30/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Lloyd

Cleveland

Account Name:

Lloyd Cleveland

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Phoenix

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company.

Arizona Public Service Company

Division:

Electric

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

OPPOSED OPINION

RE: Docket No. E-01345A-08-0172

Email Received:

-----Original Message-----

From: Lloyd Cleveland [REDACTED]

Sent: Tuesday, July 29, 2008 12:51 PM

To: Utilities Div - Mailbox

Subject: APS rate increase request

To whom it may concern

I understand that APS is again requesting another rate increase. I am really tired of APS requesting rate increase after rate increase when my cost of electricity has increased substantially over the last 6 years.

Here are my figures.

I use the month of July as a comparison.

In July 2003 my power usage was 2549 KWH the cost was \$189.61, in July 2007 my power usage was 2528 KWH the cost was \$248.21, that is an increase of almost 40%.

In July 2008 my power usage was 2352 KWH, less that it was in 2007 yet my cost was \$299.07 that is an increase of about 29%, in one year that is extreme.

I look forward to your response.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Lloyd Cleveland
[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/30/2008 - Email to Customer:

RE: Arizona Public Service Company ("APS")

Dear Mr. Cleveland,

Your email dated July 29, 2008 regarding the Arizona Public Service Company ("APS") rate application sent to the Arizona Corporation Commission ("Commission") has been received and will be placed on file with the Docket Control Center of the Commission to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the APS rate case.

Please be aware, concerns raised from customers will assist the Commission within the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 7/30/2008

Opinion No. 2008 - 70282

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 70297

Date: 7/30/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Corrine **Last:** DiGiovanni

Account Name: Corrine DiGiovanni

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Scottsdale

CBR:

State: AZ **Zip:** 85260

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: n/a

Nature of Complaint:

***** E-01345A-08-0172 *****

Customer left a voice mail message. She does not want the Commission to approve any more rate increases for APS. Her salary is not keeping up with the three increases granted to APS within the last year. Customer wants "the Commission to do its job for the people and deny it".

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Left a voice mail message for customer that her opinion would be filed in the docket for this case and thanked her for taking the time to contact the Commission.

End of Comments

Date Completed: 7/30/2008

Opinion No. 2008 - 70297